Office of Governance and Planning
Service Charter

Effective from March 2013
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGS</td>
<td>Australian Graduate Survey</td>
</tr>
<tr>
<td>AQTF</td>
<td>Australian Quality Training Framework</td>
</tr>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Agency</td>
</tr>
<tr>
<td>CEQ</td>
<td>Course Experience Questionnaire</td>
</tr>
<tr>
<td>CES</td>
<td>Course Experience Survey</td>
</tr>
<tr>
<td>ESOS</td>
<td>Education Services for Overseas Students</td>
</tr>
<tr>
<td>HE</td>
<td>Higher Education</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
</tr>
<tr>
<td>SES</td>
<td>Student Experience Survey</td>
</tr>
<tr>
<td>SOS</td>
<td>Student Outcomes Survey</td>
</tr>
<tr>
<td>TEQSA</td>
<td>Tertiary Education Quality and Standards Agency</td>
</tr>
<tr>
<td>VCE</td>
<td>Vice-Chancellor's Executive</td>
</tr>
<tr>
<td>VET</td>
<td>Vocational Education and Training</td>
</tr>
</tbody>
</table>
Introduction
The Office of Governance and Planning provides integrated support for governance and strategic and business planning and is led by Dr Julie Wells, University Secretary and Vice President.
Composition of the Office of Governance and Planning

The Office comprises three units, Policy and Planning Group, University Secretariat and Chancellery.
- Policy and Planning Group coordinates University wide planning and institutional research and comprises Planning and Research Consultancy, Quality Consultancy Unit, Survey Services Centre and Statistics and Reporting Unit.
- University Secretariat provides executive support to the Chancellor, and secretariat support to the RMIT Council and its Committees and University controlled entities, and is a source of governance advice to the University. University Secretariat also encompasses Compliance, University Archives and Records Management.
- Chancellery supports the Vice-Chancellor and President and the Vice-Chancellor’s Executive and is home to the Office of the Vice-Chancellor, the Chancellery Support Team and University Events and Venues. The Vice-Chancellor’s Chief of Staff is also responsible for government relations.

The Purpose of this Charter is to detail the roles and responsibilities of the Office of Governance and Planning in an open and transparent way, to assist in the development of a shared understanding of the Office of Governance and Planning’s roles and responsibilities.

Our Aims

The Office of Governance and Planning aims to ensure that governance and planning related activities are conducted in a professional, timely and appropriate manner resulting in successful outcomes. The Office aims to:
- provide effective governance and planning services across the University and support a strong relationship between University governance and management
- reflect in its work the University’s values of being creative, connected, fair, passionate, and committed to making a difference
- provide courteous, timely and responsive services
- achieve quality outcomes in the services it undertakes, and consistently reviews and improves its practices
- work respectfully and collaboratively with individuals and groups across RMIT, and with our external stakeholders
- take a positive and proactive approach to its work, and address any issues that arise effectively and efficiently.

Feedback

The Office of Governance and Planning welcomes feedback to help improve the way we provide services to the University. If you would like to provide comment or have any concerns or ideas, please let us know by contacting the Office by telephone or email on the details below. Your feedback on the effectiveness of this Charter and the Office’s performance will assist us to ensure that we continue to reflect the University’s needs and expectations.

T: 03 9925 53144
E: Governanceandplanning@rmit.edu.au
Policy and Planning Group
Services Overview

Executive Director
Dr Bruce Carroll
Phone: (+61 3) 9925 1162

Executive Assistant
Dianne Lourey
Phone: (+613) 9925 2744

Planning and Research Consultancy
- University wide strategy and planning:
  - Development, oversight and implementation of the university planning framework and cycle
  - Co-ordination of institutional planning activities
  - Supporting portfolio, college, school and service area planning
  - Overseeing business case development for new programs
  - Monitoring and reporting on performance against strategic and business plans
  - Providing analysis and advice on government policy and regulation to university leadership
  - Preparing submissions to government on matters affecting RMIT
  - Undertaking environmental scanning and analysis
  - Supporting project management and governance processes
  - Providing tools, processes and data to support institutional and project planning and governance.

Contact
Senior Manager
Dr Anand Kulkarni
Ph: (+613) 9925 9707
Planning and Research Consultancy

Quality Consultancy Unit
- University wide quality assurance:
  - Establishing policy and processes for institutional quality assurance initiatives
  - Co-ordinating internal review activity (organisational, offshore and VET program reviews)
  - Analysing and advising on external quality assurance and compliance activity
  - Co-ordinating institutional responses to external quality reviews (TEQSA, ASQA)
  - Reporting on the effectiveness of institutional quality systems

Contact
Principal Advisor
Christina Magri
Ph: (+613) 9925 2641
Quality Consultancy Unit

Survey Services Centre
- University wide survey services:
  - Designing and administering institutional surveys (CES, SES and custom) across all RMIT points of presence
  - Aggregating, analysing and distributing survey results
  - Development of formal reports on quantitative and qualitative data
  - Co-ordinating institutional involvement in sectoral surveys (AGS, SOS, CEO)
  - Ensuring adequacy of result to inform performance assessment and improvement processes

Contact
Senior Manager
Tim Brennan
Ph: (+613) 9925 9971
Survey Services Centre

Statistics and Reporting Unit
- University wide profile development and management:
  - Co-ordinating the establishment and management of annual program level student load targets to inform recruitment and revenue distribution decisions
  - Statistical modelling to understand enrolment behaviours and impacts on load
  - Development of enrolment projections to inform future years’ student load and recruitment
  - Informing student information collection and management processes to support performance management and meet statutory compliance
  - Submitting student load data to government to ensure statutory compliance
  - Develop management reports of student demographic and socio-economic features

Contact
Senior Manager
Mark Lane
Ph: (+613) 9925 4159
Statistics and Reporting
Policy and Planning Group:

Planning and Research Consultancy will:
- support informed, evidence based planning and delivery of the teaching and research activity of the University across the VET and HE sectors and all the University’s points of presence
- undertake University-wide consultation, sector and market analysis to inform development of key institutional plans (Strategic Plan (every 5 years, Business Plan updated annually))
- provide timely and comprehensive management and performance data to underpin strategic, tactical and operational decisions by the Executive, line management and academic managers
- provide timely, quality assured and relevant data to support the Program Annual Review process informing academic improvement and development initiatives, and
- provide timely and expert analysis and advice to the Vice-Chancellor’s Executive on government policy and regulation and coordinate submissions to government on matters affecting RMIT.

Quality Consultancy Unit will:
- support informed, evidence based planning and delivery of the teaching and research activity of the University across the VET and HE sectors and all the University’s points of presence
- co-ordinate regular and rigorous quality and performance reviews for internal quality improvement purposes and external compliance obligations, such as AQTF and ESOS, registration as an RTO.
- Support RMIT’s engagement with tertiary regulators TEQSA and ASQA.

Survey Services Centre will:
- support informed, evidence based planning and delivery of the teaching and research activity of the University across the VET and HE sectors and all the University’s points of presence
- provide a timely and comprehensive suite of management and performance data to underpin strategic, tactical and operational decisions by the Executive, line management and academic managers
- provide timely, quality assured and relevant data to support the Program Annual Review process informing academic improvement and development initiatives, and
- provide effective and timely administration of student feedback mechanisms and reporting of results to support academic, facility and service improvement initiatives.

Statistics and Reporting Unit will:
- support informed, evidence based planning and delivery of the teaching and research activity of the University across the VET and HE sectors and all the University’s points of presence
- provide a timely and comprehensive suite of management and performance data to underpin strategic, tactical and operational decisions by the Executive, line management and academic managers
- facilitate the development and management of the annual student load profile, establish student load objectives for the coming year (in detail) and triennium (in summary), monitor achievement against targets and provide timely and accurate reporting to Government, and
- provide timely, quality assured and relevant data to support the Program Annual Review process informing academic improvement and development initiatives.
University Secretariat

Services Overview

Secretariat and Governance Services

- Council and Committee Servicing
- Chancellor, University Secretary and Deputy University Secretary support
- Policies, Procedures, Statutes and Regulations
- Governance Advice
- University Elections
- Honorary Degrees and Awards
- FOI, Privacy and Whistleblower Protection Acts.

Contact
Deputy University Secretary
Amanda Way
Ph: (+613) 9925 9744
University Secretariat

Archives and Records Management

The Records Management Unit and RMIT Archives are responsible for managing the University's records from their creation to disposal to meet records management compliance requirements. The units appropriately advise and resource the University community to meet such requirements.

Records Management is responsible for:
- central and strategic management of the University's records management framework
- managing the University’s electronic document and records management system, TRIM
- leading the University in records management standards and policy direction

RMIT Archives is responsible for:
- managing the University’s archival and inactive records collections to ensure preservation, storage and disposal of records in accordance with regulatory requirements
- providing efficient archive records retrieval, transfer and destruction services to enable business units to manage their inactive records
- providing an information resource for administrative, academic and research purposes

Contact
Manager, Records Management and Archives
Katherine Gallen
Ph: (+613) 9925 9050
Archives and Records Management

Compliance

Compliance’s primary focus is to:
- maintain the University’s overarching compliance and privacy management framework
- oversee and monitor compliance performance University-wide
- provide advice on regulatory compliance and privacy requirements
- institute and maintain effective compliance related training
- develop compliance and privacy policies and procedures
- undertake compliance process audits
- investigate and resolve privacy/compliance complaints and reported breaches.

Contact
Senior Manager Compliance and Privacy Officer
Kathy Bramwell
Ph: (+613) 9925 3551
Compliance Management

Deputy University Secretary
Amanda Way
Phone: (+613) 9925 9744

Executive Officer to Chancellor and Deputy University Secretary
Daniela Herrera
Phone: (+613) 9925 2008
University Secretariat:

University Secretariat shall provide:

1. Council, committee and controlled entity support
   - quality executive support to the RMIT Chancellor
   - efficient and effective secretariat services to RMIT Council and committees of Council
   - effective company secretarial services to controlled entities
   - support for strong working relationship between Council, the Senior Executive and external stakeholders.

2. University Policy Framework, Elections, Honorary Awards
   - efficient management of the University’s statutes, regulations and Policy framework including providing sound advice on statute, regulation and policy development and approval processes
   - coordination of elections for elected positions on Academic Board and Council
   - timely advice and guidance on award conferring ceremony protocols and the award of honorary doctorates by the University

3. Compliance, Statutory Regulation and Corporate Information
   - effective management of privacy related complaints, coordinate compliance matters and assurance activities, and provide timely and sound advice to the University as needed.
   - a records management framework that complies with regulatory requirements and provides an efficient and accurate records and archives service to the University
Chancellery
Services Overview

Chief of Staff and Director, Government Relations
Trent Gillam
Phone: (+61 3) 9925 9710

Office of the Vice-Chancellor

The Office of the Vice-Chancellor supports the Vice-Chancellor by providing executive assistance to the Vice-Chancellor. The Vice-Chancellor’s Office protocols ensure that the flow of correspondence and engagements are dealt with effectively and in a timely manner.

The Office of the Vice-Chancellor also supports the development and implementation of government relations strategies and the management of special projects with University-wide significance.

Contact
Chief of Staff and Director, Government Relations
Trent Gillam
Ph: (+613) 9925 9710
[Office of the Vice Chancellor and President]

Chancellery Support Team

The Chancellery Support Team:
- provides executive assistance to the Chief Operating Officer and Vice-President Resources
- supports the Vice-Chancellor’s Executive Committee and Major Projects Committee.
- provides advice and operational support to the Chief of Staff
- ensures effective document management for the Chancellery Group.
- manages reception services for Buildings 1 and 20.

Contact
Executive Officer
Michelle Langrell
Ph: (+613) 9925 2052
[Chancellery Support team]

University Events and Venues

University Events and Venues coordinate and manage major events in accordance with the University’s Event Policy. It provides advice on:
- event concept and proposals
- event and conference formats
- finance and event budgets, sponsorship
- venue selection and negotiations
- entertainment
- technical support
- RMIT corporate image
- event décor, design, banners
- food and beverage
- transport
- photography
- on-site event staff
- event management strategies
- communications, public relations and media
- key stakeholder management
- merchandise and corporate gifts
- protocols that may surround launches, functions and other promotional events.

University Events and Venues also manage the operation of RMIT’s major venues.

Contact
Principal Advisor University Events
Sally Jones
Ph: (+613) 9925 1792
[University Events and Venues]
Chancellery:

The Office of the Vice-Chancellor shall support the Vice-Chancellor through:
- efficient coordination and management of the Vice-Chancellor’s Office
- effective support to the Vice-Chancellor in relation to delivery of key projects and support for organisational priorities
- effective advice and support to the Vice-Chancellor and senior executive in relation to government relations priorities and strategies, and
- timely and appropriate advice to the senior executive and the University community regarding the Vice-Chancellor’s priorities and office processes.

The Chancellery Support Team shall ensure:
- efficient administrative support for the Chief Operating Officer and Vice-President Resources
- efficient management of the business of the VCE Committee, and timely and appropriate advice to the senior executive and the University community regarding its operations
- efficient management of the business of the Major Projects Committee, and timely and appropriate advice to the senior executive and the University community regarding its operations
- efficient management of the Building 1 and 20 reception
- coordination of Executive Retreats and Planning events.

RMIT Events and Venues shall provide professional coordination and management of:
- all University major events in accordance with RMIT’s Event Policy. This is primarily those events involving the Chancellor and Vice Chancellor.
- major venues to support RMIT’s major events.